

Ensuring the security of our customers' data, as well as the integrity of our customer activities website, is of utmost importance to Southern Star. Therefore, we now utilize multifactor authentication to validate access into CSI. Listed below are quick and straightforward steps to complete enrollment.

If you need further assistance, please reach out to sscontractadministration@southernstar.com or call the CSI Help Desk at 270-852-5123.

Be advised, once your account is selected for enrollment and the initial link has been sent, you will be locked out of CSI until the setup is complete.

Step 1

Download the Duo Mobile app to your phone from the app store now for access in the coming steps.



Duo Mobile
Security made simple
★★★★☆ 935



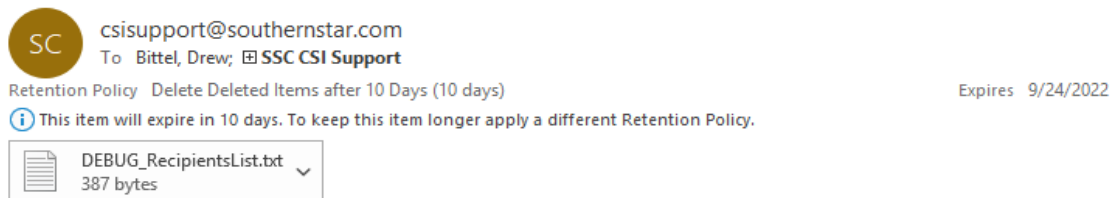
If you do not plan to download the mobile app and instead prefer to utilize your phone number for a text message or phone call, skip to Step 2.

Step 2

CHECK FOR E-MAIL FROM CSISUPPORT@SOUTHERNSTAR.COM

RESET YOUR PASSWORD - Once your account is set for enrollment, you will receive an e-mail from csisupport@southernstar.com with a link directing you to reset your password. Follow the directions in the e-mail.

THIS LINK EXPIRES IN 10 DAYS!



The following information will be needed to set your password:

1. To gain access to Southern Star's Electronic Bulletin Board (CSI), you will need to use the time-sensitive link below.

NOTE: This link will be valid for 10 days from today, so you should use the link as soon as possible.

<https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcsiqa.southernstar.com%2FAuthorization%2FSetPassword%2FStephanie.Hathaway%40southernstar.com%7C7b3b83d4a86d472fb1c008da965c062e%7C74631d0642884cb7bec5fb5ae24607c7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzliLjBtIi6k1haWwiLCJXVCi6Mn0%3D%7C3000%7C%7C%7C&sdata=3D&reserved=0>

2. Once the system has validated the link, you will see your user login name anr_confirmation displayed. If you are a new user, you each time that you log in to the system.
3. Next, set your password.
4. After setting your password, you will receive an email from Duo to enroll into multifactor authentication.

Set Password

Step 3**CHECK FOR E-MAIL FROM DUO SECURITY**

ENROLL IN DUO – Upon completion of your password reset, you will receive an e-mail from Duo Security no-reply@duosecurity.com. Use the link in the e-mail and follow all instructions to complete DUO enrollment.

This is an automated email from Duo Security.

Your organization invites you to set up a user account for Duo. You will find instructions from your Duo administrator below. If you have questions, please reach out to your organization's IT or help desk team.



Hello,

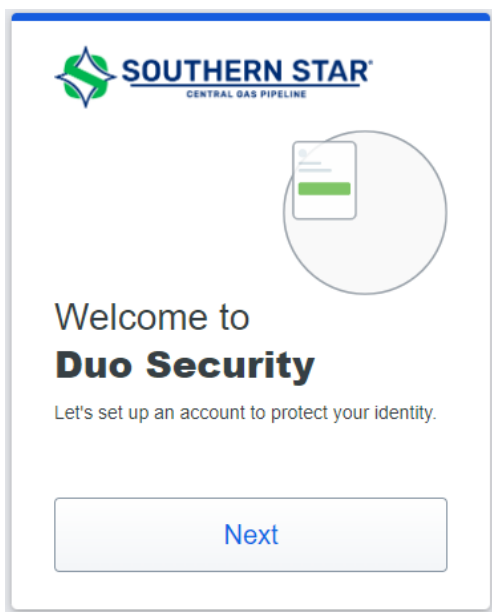
Southern Star is rolling out Duo Security, a friendly and secure way for you to log into your applications. Southern Star invites you to set up a user account for Duo so you can start logging in.

To begin, click this link to enroll a phone, tablet, or other device:

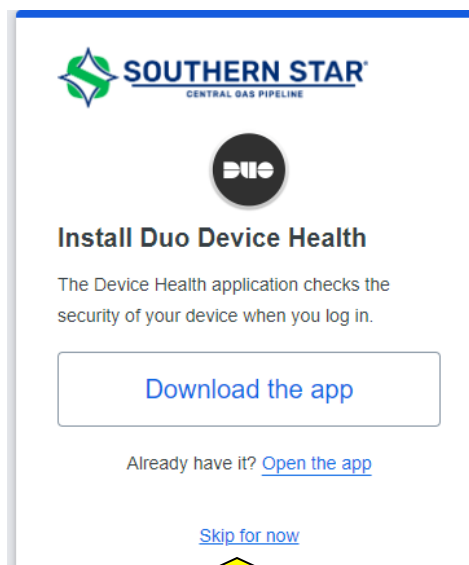
<https://api-863355cb.duosecurity.com/frame/portal/v4/enroll?code=ec4b500b1b9ef7c7&akey=DALCC1N1EW6HLL0REUKE>

Duo Security is a two-factor authentication service that strives to be easy to use and secure. To learn more about Duo authentication, visit the guide here:

<https://guide.duo.com/enrollment>



Select Next 3x



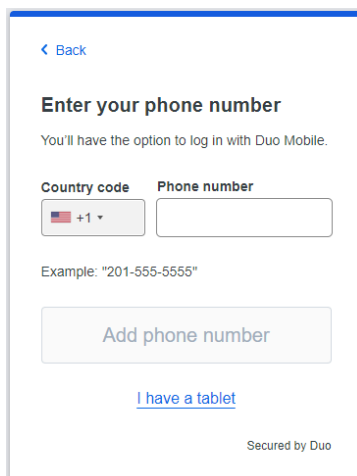
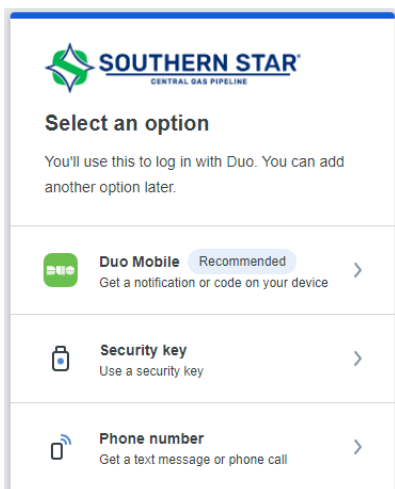
Select "Skip for Now"

CHOOSE ONE METHOD OF COMMUNICATION (THE RECOMMENDED METHOD IS THE DUO MOBILE APP)

Duo Mobile – Follow the prompts to complete enrollment. You will use the DUO app on your device to accept or reject authentication.

Security Key – You must have a key for your device to communicate with DUO.

Phone Number – Follow the prompts to complete enrollment. A passcode will be text to you (text option) or you will use your phone's keypad to accept or reject authentication (phone call).

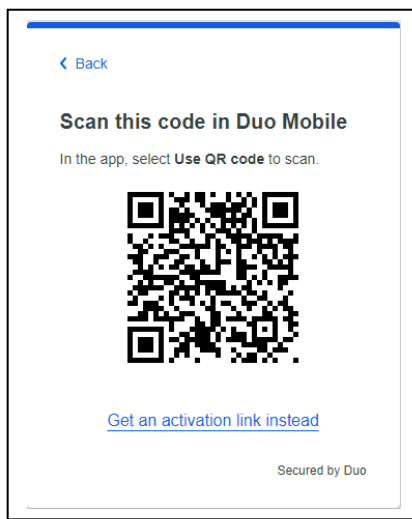
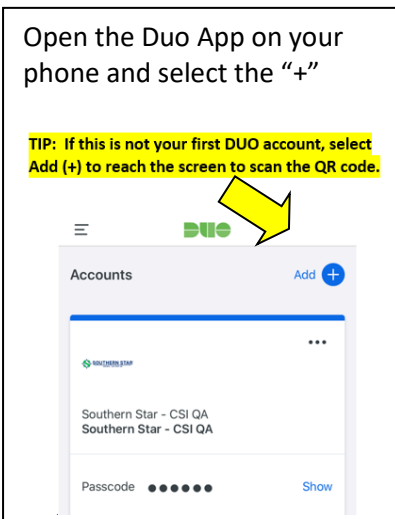


Enter phone number

Select "Add phone number with dashes"

Next prompt select "Yes, it's correct"

When prompted to "Download Duo Mobile" Select "Next" if already downloaded



On your phone, select

"Use QR Code"

Scan the QR code.

Select done with prompted.

When successfully added, select "Continue"

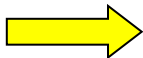
When prompted to Add another way to log in, select "Skip for now"

Account
Southern Star - CSI QA

Account name

Southern Star - CSI QA

Username or email to be displayed for
this account.



Save

Practice now

Practice

Skip

Notifications

Allow notifications

Skip

Improving your experience

Duo Mobile collects usage data to help
improve reliability and develop new features.
Turn this off anytime in Settings.

[View Duo Mobile Privacy Information](#)

Continue

Privacy

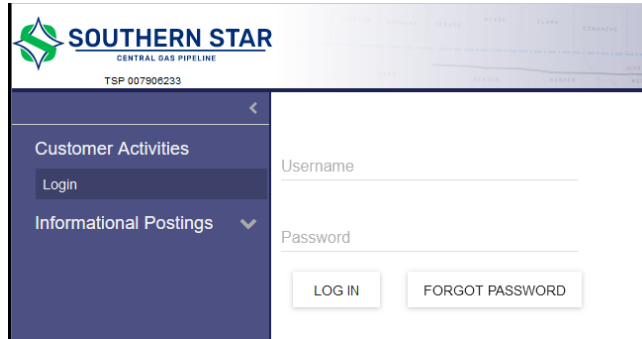
Turn off

Almost There

OK

Step 4

LOG IN TO CSI – Return to the CSI homepage and use your new password, log in to CSI and accept the DUO authentication on the app.



The screenshot shows the Southern Star Central Gas Pipeline login interface. On the left is a dark blue sidebar with a back arrow, 'Customer Activities', 'Login' (highlighted), and 'Informational Postings' with a dropdown arrow. The main area has a header with the Southern Star logo and 'TSP 007906233'. Below the header are input fields for 'Username' and 'Password', followed by 'LOG IN' and 'FORGOT PASSWORD' buttons.



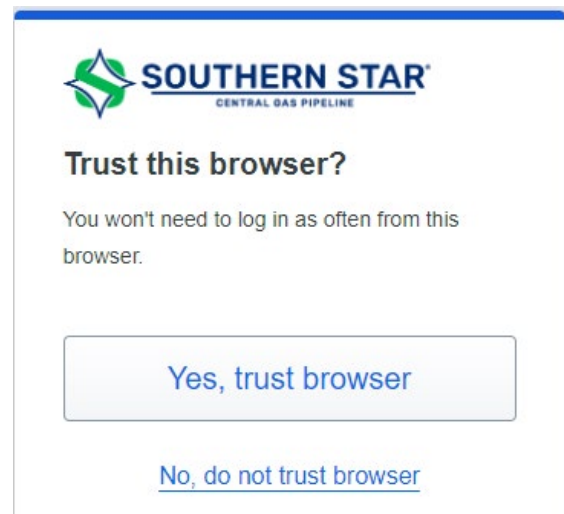
Deny



Approve

When prompted, select

“Yes, trust browser” to remain enrolled through MFA for 24 hours.



The screenshot shows a 'Trust this browser?' prompt from Southern Star Central Gas Pipeline. It includes the logo and text: 'Trust this browser? You won't need to log in as often from this browser.' There is a large button labeled 'Yes, trust browser' and a link below it that says 'No, do not trust browser'.